Bitdefender®

Protecting millions of consumer and business environments since 2001

Sustainability Report **2020**

This document contains links and interactive elements.
Recommended software for visualization: Adobe Acrobat Reader

Contents

Bitdefender group's life at a glance 4
About our Sustainability Report 6
Letter from our CEO 10
About Bitdefender 12
Governance and compliance 14
- Bitdefender's leadership team 15
- Bitdefender's core values 17
- Anticorruption and fair competition 18
- Human rights 19
- Internal control 19

One of the best technologies 20
Awards and recognition 24
Memberships 26
Cyber responsibility 27
Honoring our People 34
Responsibility towards our communities 42
Safeguarding the environment 50
GRI content index 56

Bitdefender group's life at a glance

1990

Softwin S.R.L. is founded, which we believe to be one of the first IT start-ups in post- communist Romania. Rapid growth of computer viruses leads to development of "Softwin AVX" (AntiVirus eXpert).

2001

"Bitdefender" division is created and the "Softwin AVX" solution is rebranded under the name "Bitdefender".

2003 and 2004

First subsidiaries of Softwin S.R.L. are opened outside of Romania, in the United States, Germany and the United Kingdom.

2005

Bitdefender becomes a separate business entity, with the creation of Bitdefender S.R.L. in Bucharest, Romania.

2007 and 2008

BitDefender Holding B.V. is set up to become Bitdefender group's holding company, the first external capital entry being that of BD Soft N.V.

2011

Launches an enterprise range and virtualization security product. Opens an office in the Middle East (in Dubai, the United Arab Emirates).

2015

A new consumer product category is created with "Bitdefender BOX" and IoT security services. Bitdefender group expands in the Nordics region, opening an office in Denmark.

2016 and 2017

Bitdefender acquires French partner Profil Technology. Vitruvian Partners LLP, an independent European private equity firm, invests in BitDefender Holding B.V. and the business is valued at more than $600 million.

2018

Bitdefender creates a new subsidiary in Australia through the acquisition of assets from distributor West Corp Pty Ltd.

2019

Bitdefender opens its Security Operations Center (SOC) in San Antonio, Texas and launches the Managed Detection & Response (MDR) service.

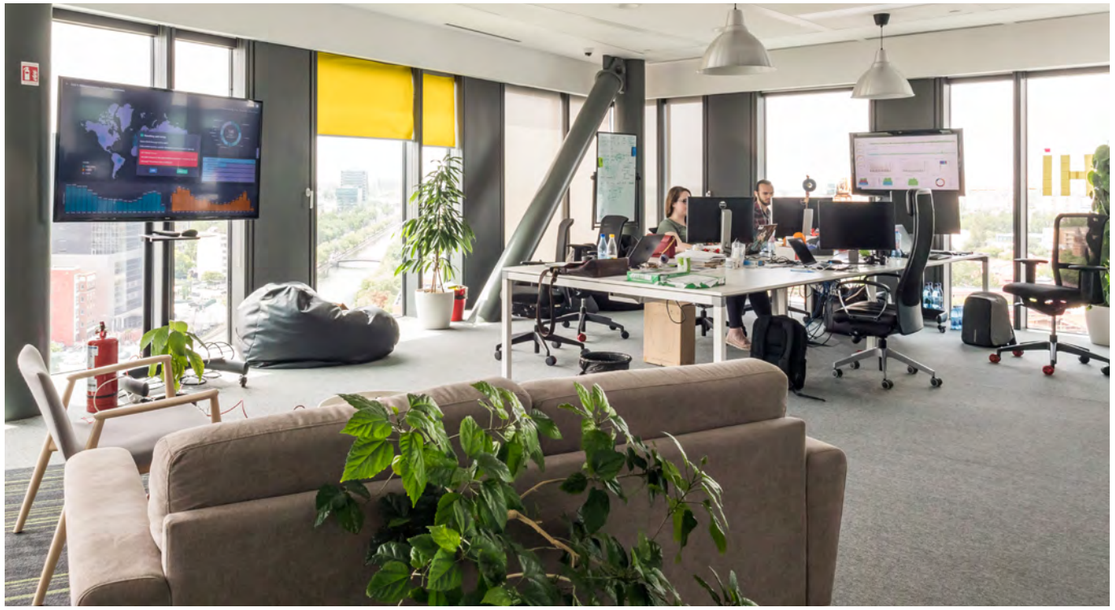
2020

Bitdefender formalizes its enterprise business team as the "Business Solutions Group".

2021

Bitdefender celebrates its 20-year anniversary.

About our Sustainability Report



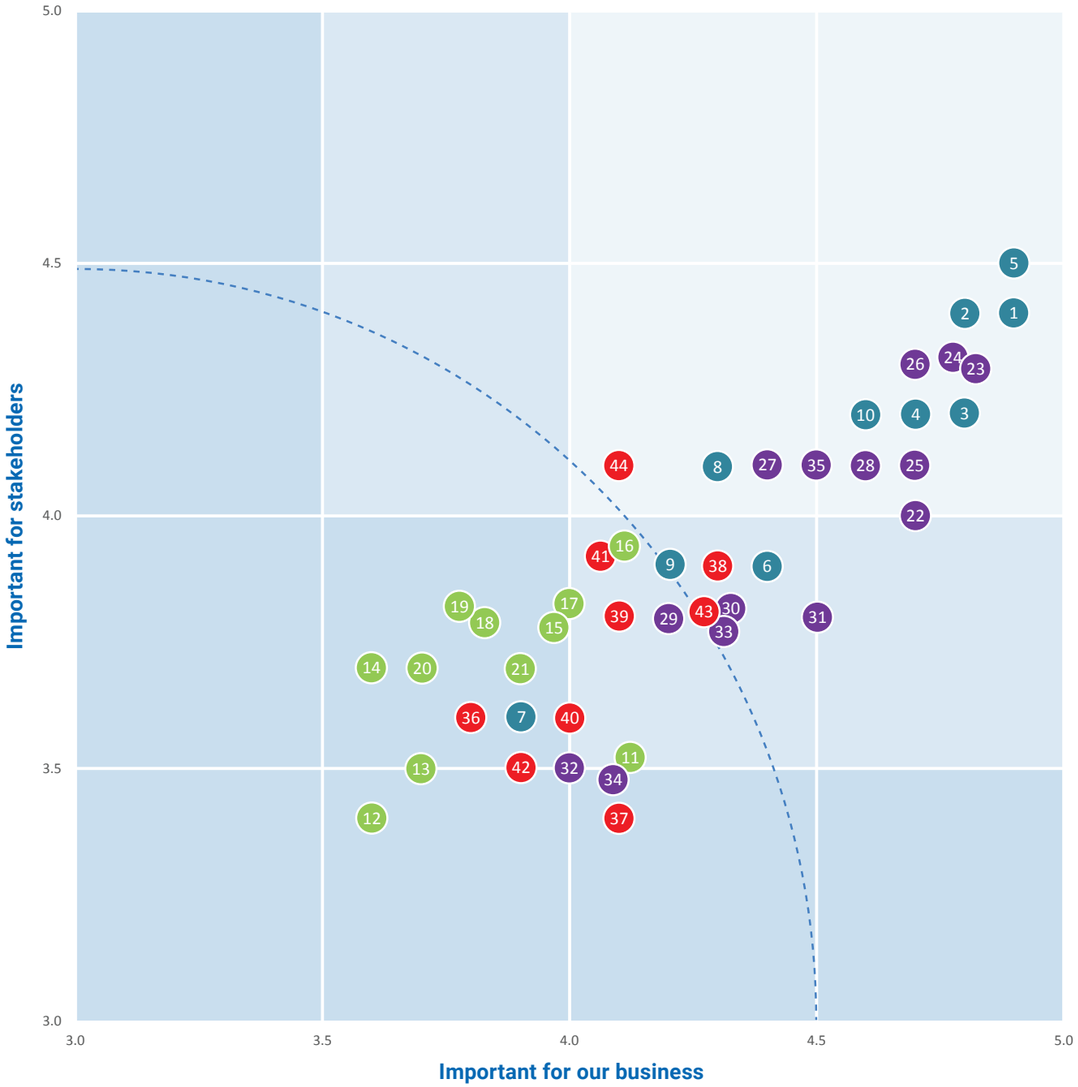
Bitdefender group's first Sustainability Report (the "Sustainability Report") follows the *Global Reporting Initiative (GRI) Core Option* framework and outlines our non-financial performance from January 1, 2020 to December 31, 2020. We aim to publish our sustainability performance annually, to disclose information on our social, economic and environmental impact and the objectives we have committed to and through which we want to contribute to a safer future for current and next generations. The primary objective of this report is to be transparent towards all our stakeholders and to meet their increasingly demanding requirements. The reporting process followed the principles for defining report content and for identifying the information to be disclosed, by considering Bitdefender's activities, impacts, and the substantive expectations and interests of its stakeholders. The four principles considered for defining report content are *Materiality, Stakeholder Inclusiveness, Sustainability Context* and *Completeness*. At the same time, to provide our stakeholders with quality information, the reporting process followed the principles included in *GRI 101 Standard: Balance, Comparability, Accuracy, Timeliness, Clarity* and *Reliability*. In compiling this report, we used data sources based on internal systems to monitor our sustainability performance. The companies in the group, the directors, the employees and other parties who worked on the report cannot be held liable for any loss, costs or expenses resulting from the use of the information provided in this report.

In preparation of this report, we have followed the GRI standards identified as important for our internal and external stakeholders, who have been involved in the process of defining the content of the report. In order to determine the potentially material aspects, the *GRI Standards and Sustainability Accounting Standards Board (SASB)* Standards were analyzed and the latest sustainability initiatives and regulations, both European and global, were reviewed. Moreover, a number of sustainability reports elaborated by peer companies were examined. A significant number of stakeholders were invited to participate in the process of determining the most important sustainability topics, by completing an on-line questionnaire, made available in Romanian, English, French and Spanish. Thus, shareholders, employees, associations and non-governmental organizations (NGOs), authorities, business partners, competitors, consultants, experts and industry analysts, contractors, customers, health units/health services providers, local/regional communities, media, research organizations and universities and services providers were consulted. Stakeholders from all the 14 aforementioned categories contributed to this consultation process, our employees, business partners and services providers standing out particularly for their involvement, offering 483 answers, out of a total of over 600 answers received.

Each topic proposed in the questionnaire was evaluated with values between 1 (irrelevant) and 5 (very relevant). After compiling the responses received from internal and external stakeholders, correlated with the responses given by the top management, the importance of each proposed sustainability topic was determined. Of these, topics that scored higher than 4.5 were considered relevant for inclusion in our Sustainability Report. Thus, from a total of 44 important topics reviewed by our stakeholders, a number of 23 material topics were identified and included in Bitdefender's Sustainability Report for the reporting period January 1, 2020 to December 31, 2020, these being presented in the adjacent materiality matrix (Figure 1). In addition to the identified topics, we have included additional aspects related to environmental responsibility in our report to provide valuable information to stakeholders and the general public about our sustainability performance.

To help us become better at everything we do, please contact us via e-mail: office@bitdefender.com or by sending your request to our corporate headquarters located in Romania, Bucharest, 15A Orhideelor Street, Orhideea Towers building, floors 9-12, postal code 060071, 6th district.

Figure 1 - Materiality matrix



List of material topics for Bitdefender

Cyber responsibility	
Secure usage of products and services	1
Network and service reliability and safety	2
Privacy protection	3
Easy-to-use services	4
Data security and protection of information	5
Fair and sustainable data management, also in artificial intelligence and robotics	6
Preventing cyber bullying	8
Accessibility of services, also for people with disabilities	9
Fighting against false information	10
Social responsibility	
Diversity, equal opportunities and non-discrimination	22
Well-being at work, occupational health and safety and talent development	23
Healthy work-life balance	24
Employee benefits and labor management	25
Training and education	26
Anti-corruption and anti-bribery	27
Ethics and fairness in the value chain	28
Corporate governance	30
Ethical sales, marketing and customer communication, product and service information and labeling	31
Digital skills	33
Protecting children's rights on the Internet	35
Economic responsibility	
Enabling and promoting remote work	38
Acting responsibly in exceptional circumstances	43
Growing customer value by focusing on sustainability	44

Letter from our CEO

Bitdefender

Sustainability is more than a reporting need; it is a multifaceted vision about the way we contribute to the world we live in now and in the future. It is my pleasure to welcome you to our first Sustainability Report outlining Bitdefender's contributions, challenges and vision on resource friendliness.

Energy consumption and refined processes are an important subject in all facets of today's business operations. Not only are they a matter of environmental responsibility, they also help drive efficiencies in key areas such as engineering, product development and overall performance. This can be seen in solutions we have delivered to the marketplace in terms of central processing unit (CPU) efficiency along with memory and storage usage. Bitdefender is recognized as a pioneer and remains a leader in designing low-energy security solutions for virtualization. We believe our solutions for virtualization have made a difference by helping reduce energy waste as businesses continue to shift towards the public and hybrid cloud models to benefit from associated overall lower costs.

An important sustainability initiative we launched internally is to lower our compute resources carbon footprint. Bitdefender is in the process of migrating all eligible cloud workloads to cloud platforms, prioritizing regions based on current energy consumption and carbon impact. This effort is conducted in a way that makes our ecosystem more energy efficient without compromising the effectiveness of our solutions.

In terms of societal impacts, Bitdefender contributes and cares deeply about people and helping improve hardships. The COVID-19 pandemic was unforeseen and developed into one of the most significant global events in our lifetime. It has not only impacted economies and businesses, it has tested individuals and local communities in many ways. During the first weeks of the pandemic, we quickly mobilized alongside other businesses to help supply hospitals with materials needed by nurses and doctors on the front lines.

Anticipating an increase in opportunistic cyberattacks against global healthcare, we offered free protection for one year for any non-profit hospital, an offer taken by 600 hospitals worldwide.

We also know how being a victim of cybercrime can be life changing for a business or individual. That is why we work closely with global law enforcement agencies, donating time and resources to help with investigations and help victims recover lost data. To date, we estimate that our program to release free ransomware decryptors to the public has saved millions in payments to criminals. I take this opportunity to welcome the opening of the EU Cyber Agency in Bucharest and reaffirm our commitment for collaboration.

We strongly believe education is important to society's future and well-being. Science and technology hold answers to many of todays and tomorrow's challenges.

More than ten years ago, we recognized and decided to take action against a decline in the interest and performance of STEM-related education. Bitdefender has partnered with many institutions, from primary schools to universities, to inspire the next generation of scientists, engineers and futurists. We are pleased to see the results of our involvement, including the many talents who contributed to our group in the past or currently contributing as employees.

As Bitdefender continues to grow and lead cybersecurity innovation to tackle a rapidly evolving threat landscape, sustainability, corporate responsibility and programs that make a positive impact to society will remain important to us. We understand that the continuous improvements and contributions we make together as a group will further strengthen the commitment, we made over 20 years ago to fight cybercrime.

Florin Talpeș, CEO and Co-Founder

About Bitdefender

Bitdefender group is one of the industry's most trusted experts[1] for eliminating threats, protecting privacy and data, and enabling cyber resilience, with worldwide operations and offices, in 2020, in 14 countries: Romania, Cyprus, Germany, the United States, the United Kingdom, the Netherlands, Australia, Spain, Canada, France, Italy, Denmark, the United Arab Emirates and Sweden. Co-Founder & Chief Executive Officer, Florin TALPEȘ is a visionary tech entrepreneur who, together with his wife Roxana Măriuca, established what we believe is one of the first private software companies in post-communist Romania. We consider that through their continuous efforts, they contributed greatly to putting Romania on the global map of excellence in technology. Bitdefender S.R.L. is the corporate headquarters of the Bitdefender group and is based in Bucharest, the capital city of Romania, in a modern and sustainable, LEED Platinum certified, office building.

Guardian over millions of consumers, businesses, and government environments, Bitdefender is committed to continue investing in research and development, thus performing better year after year. We consider that a major driver of our success is our outstanding engineering talent and deep domain expertise. In 2021 approximately a half of Bitdefender's employees were

1 Bitdefender has ranked #1 in 54% of all tests by AV-Comparatives March 2018 to September 2021 for real-world protection, performance, malware protection & advanced threat protection.

in engineering and research and development (R&D), primarily working in five R&D centers aligned closely with Romania's top universities. The Bitdefender Labs team discovers over 400 new threats each minute and validates around 40 billion threat queries daily.

We consider that the company has pioneered breakthrough innovations in antimalware, IoT security, behavioral analytics, and artificial intelligence and its technology, which incorporates technology created by Romanian engineers and is licensed by more than 150 of the world's most recognized technology brands.

> **We are committed to do our part in creating a safer cyber environment for all!.**

With a global security solution infrastructure that protects millions of users through solutions we deem visionary, and considering also the many awards received from independent testing companies, we believe that Bitdefender provides robust security solutions since 2001 to customers in 170+ countries.

Governance and compliance

At Bitdefender, we are convinced that our current performance contributes to a better tomorrow. The foundation of our business consists of the robust governance system we have established since the very beginning of our activity and that had evolved over time to ensure the sound management of the group and in relation to all its stakeholders as well. We consider that Bitdefender's current governance system is one of the most powerful elements that contributes to the sustainable development of our business, easily ensuring regulatory compliance and the achievement of our business objectives. At the level of the entire Bitdefender group, good governance intertwines with the DNA of our business and guides us in our day-to-day activities. Bitdefender's commitment to integrity begins with complying with laws, rules and regulations wherever we do business. Further, each of us must have an understanding of the group and company policies, laws, rules and regulations that apply to our specific roles.

The governance bodies of the Bitdefender group are the following:

- **Supervisory Board** (corporate body of the holding company)
- **Management Board** (corporate body of the holding company)
- **Executive Board** (non-corporate body at the holding company)
- **Board of Directors of each Bitdefender subsidiary** (corporate body of each subsidiary)

The Executive Board of BitDefender Holding B.V. and the Board of Directors of each Bitdefender subsidiary supervise the activities at the level of the Bitdefender group. The powers, duties, and responsibilities of the Board of Directors of each Bitdefender subsidiary are determined by the Articles of Association of each Bitdefender subsidiary.

The Supervisory Board supervises the policies of the Management Board and the general course of affairs of the group and is responsible, among others, for taking decisions on economic, environmental, and social topics.

Bitdefender's Leadership Team

The governance structure defined and implemented at the level of the Bitdefender group coordinates the activity of the entire Bitdefender group of companies, thus ensuring a concerted management system throughout the business. With clearly assigned roles and responsibilities, the leadership team, comprising of security industry and business visionaries that champion technical excellence, innovation and growth, strives to integrate sustainability into each of our business processes. They cultivate our mission to defend our customers worldwide from advanced threats and help drive Bitdefender's position as one of the leaders and innovators in the global cybersecurity industry.

Florin Talpeș
Co-founder &
Chief Executive Officer

John Stynes
Chief Financial Officer

Rareș Ștefan
Chief Strategy Officer

Steve Kelley
President &
General Manager,
Business Solutions Group

Bogdan Dumitru
Chief Technology Officer

Bogdan Irina
General Manager,
Consumer Solutions Group

Matthew Selheimer
Senior Vice President
Marketing, Business
Solutions Group

Mihaela Păun
Vice President of Sales &
Marketing, Consumer
Solutions Group

Ciprian Istrate
Vice President of
Consumer Solutions

Florin Vîrlan
Vice President of
Engineering, Consumer
Solutions Group

Andrei Florescu
Vice President
Product Management,
Business Solutions Group

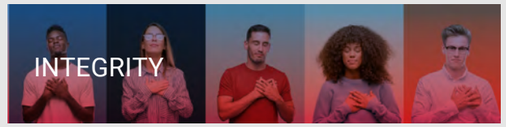
Cătălin Coșoi
Chief Security Strategist

Emilio Roman
SVP, Global Sales &
Channels, Business
Solutions Group

Through our *Code of Business Conduct*, its related universe of policies, procedures, plans and guidelines, we create the Bitdefender group's behavioral framework that provides rules and guidance for employees and executives in whose area of responsibility the relevant topics are. We believe that the success of our business is dependent on the trust and confidence we earn from our employees, customers and shareholders. We gain credibility by adhering to our commitments, displaying honesty and integrity and reaching company goals solely through honorable conduct.

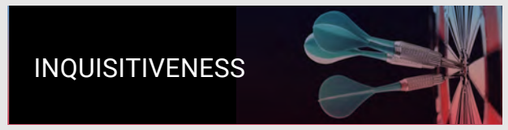
We promote our principles and values in every relationship we develop, both within the organization and with all our external stakeholders. Each of Bitdefender's employees is considered our ambassador, thus, since the very beginning of their activity within Bitdefender, we offer coaching on the desired behavior that would reflect our values. Training on the *Code of Business Conduct* is given to new joiners during the onboarding process, in their first 14 days with Bitdefender, and ALL of our employees have to complete, on a yearly basis, the specific online training delivered through the e-learning platform. Desired behaviors are continuously encouraged and reminder e-mails are sent until the completion of the *Code of Business Conduct* online training, which is available in Romanian, English and French languages.

Bitdefender's core values



We use our best efforts to always be on the Good side. We are to the computer user what the medication is for the patient and the policeman to the society. Be fair, be modest and never give up your principles. Your behavior must be ethical in all business and private relationships.

Being the avant-garde of the industry means being ahead of the industry, always running faster than our competitors. We train ourselves to be able to find new and innovative ways to do business, to be able to create top products and breakthrough in technology.



We like the provocation of our minds; we know that any riddle has its answer. We love challenges and are always prepared to tackle them. We keep learning until we find the answer to any riddle and to any challenging situation with elegance and accuracy. We never wait from solutions from others and we are not ignorant or arrogant.

We know that the only thing gained by following others is mediocrity. We are, therefore, not afraid of exploring unchartered territories. We definitely choose the untrodden path, which gives us a chance to conquer new worlds as pioneers.

Anticorruption and fair competition

It goes without saying that corruption is bad for business and for communities. Our principle of upholding the law applies also to laws barring corruption and bribery. *The Code of Business Conduct,* together with our *Anti-corruption Policy*, provide vast information and guidelines so that possible violations are limited to the minimum and all our employees are living our values. Trainings on anti-corruption policies and procedures are delivered periodically through online videos and detailed case studies presented.

At Bitdefender, everyone should feel comfortable to speak his or her mind, particularly with respect to ethics concerns. Managers have a responsibility to create an open and supportive environment where employees feel comfortable raising such questions. We all benefit tremendously when employees exercise their power to prevent mistakes or wrongdoing by asking the right questions at the right times.

The *Declaration of Interest* together with the *Code of Business Conduct* and our *Whistleblower Policy* provide details on the mechanisms available for anyone observing harmful or illegal practices within our organization. These mechanisms can be used anonymously and the employees' concerns and requests for advice are treated with confidentiality; moreover, through our *Whistleblower Policy*, we ensure a safe work environment, protecting from retaliation any employee acting in a good-faith effort to prevent harmful conduct.

Bitdefender will investigate all reported instances of questionable or unethical behavior. In every instance where improper behavior is found to have occurred, Bitdefender will take the appropriate action.

Employees are encouraged, in the first instance, to address such issues with their managers or the HR manager, as most problems can be resolved swiftly. If, for any reason, that is not possible or if an employee is not comfortable raising the issue with his or her manager or HR, Bitdefender's CEO operates with an open-door policy.

One example of anti-corruption measure applicable in Bitdefender:

The Bitdefender entities may employ members of the same family (through kinship or pursuant to marriage). As a general rule, employees with such relations shall not occupy or remain in positions where their duties would allow one of them to influence the salary of the other employee, the expenditure account, the work environment or the professional evolution within Bitdefender. An employee shall, by no means, work under the direct or indirect supervision of a relative (up to and inclusive of the 4th degree). The derogation from this clause is only possible with the special approval of Bitdefender's CEO to whom the detailed situation shall be first presented. Bitdefender's CEO shall be able to delegate this duty to the Human Resources Director, except for the cases in which the person(s) is (are) to work in the Human Resources department.

Human rights

We strive to respect and promote human rights by upholding the UN Guiding Principles on Business and Human Rights in our relationships with our employees, suppliers and partners, through our actions and policies.

All our clients and partners are required to comply with Bitdefender values to avoiding causing or contributing to human rights infringements through their business actions. The Bitdefender Code of Business Conduct is applicable to all our clients and partners and is part of contractual clauses.

As such, we expect our suppliers and partners to respect these values and avoid causing or contributing to human rights infringements through their business actions.

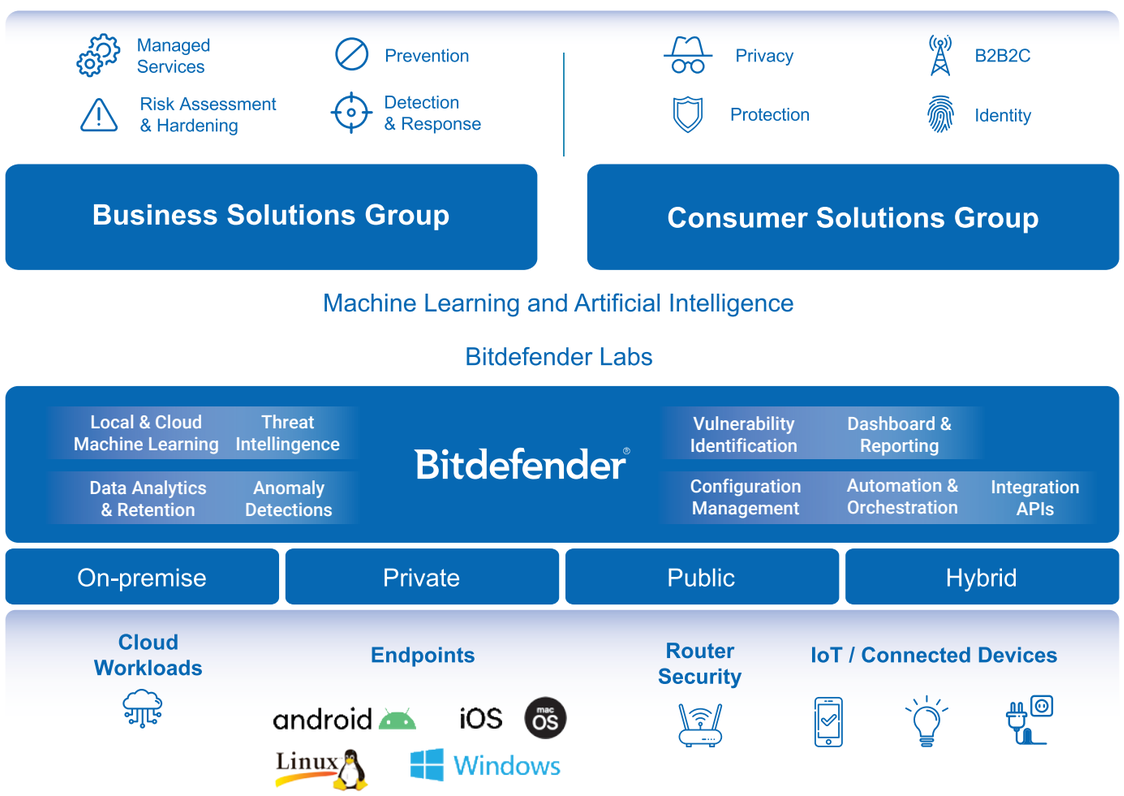
Internal control

Bitdefender's management constantly examines its internal activities in order to identify new risks or to understand how they have evolved over time, so that it can properly implement safety measures. The management is responsible and constantly monitors the control measures to ensure that they work efficiently and effectively. Bitdefender group has implemented various internal control measures for the main business processes. Among the most important measures implemented within Bitdefender we can mention **payments with two signatures** and **verification and monitoring of the risk profile of our partners.**

One of the best technologies

Innovation and a deep passion for security stand at the heart of Bitdefender.

We want our clients to get the most value from their cybersecurity investment with Bitdefender. Our goal is to provide services that augment technology purchase to improve security posture. We believe our services provide expert help, when and where needed. In a hyperconnected world with unpredictable cyber risk, we deem that our security platform or managed service offer our clients the opportunity to achieve a more cyber resilient business today.



We have grouped our products into three main categories: *for home*, *for business* and *for partners*[2] in order to be able to offer each type of customer the cyber security solution they need. The specificity of our products is that they are intended to be used on multiple platforms: desktop, server, mobile and cloud, supporting most of the operating systems running on these platforms. In addition, the products offer the possibility of use on-premises, in public or private cloud, as well as in hybrid system, to meet the requirements and restrictions of all categories of users.

Protection

Our consumer solutions cover Windows PCs, Macs, smartphones and tablets running Android or iOS and offer what we believe is one of the best detections to stop even the most sophisticated cyber threats, multi-layer ransomware protection to keep the files safe with minimal impact on a system's performance and unlimited VPN.

Privacy

Our privacy service offers one of the-fastest VPN that keeps users' online identity and activities safe from hackers, internet service providers and snoops. This service offers complete online protection and anonymity, safe online media streaming and downloads, no traffic logs, by encrypting all incoming and outgoing traffic and is available for Windows, macOS, Android and iOS devices.

Identity

Bitdefender's portfolio also includes a solution that keeps identity safe against the rising tide of data breaches. It offers continuous monitoring of personal information and alerts users in real time in case of a data breach, giving access to a comprehensive mapping of a customer's digital footprint and making it easy to take action well before disaster strikes.

2 Our latest portfolio offering can be viewed on www.bitdefender.com

Hardening and risk assessment

By incorporating risk analytics (for endpoint and user- generated risks) and hardening innovations natively, our business solutions minimize the endpoint attack surface, making it more difficult for attackers to penetrate.

Prevention

Bitdefender's business solutions' multiple advanced prevention capabilities automatically stop most types of threats from commodity malware to fileless ransomware, all packed in one solution.

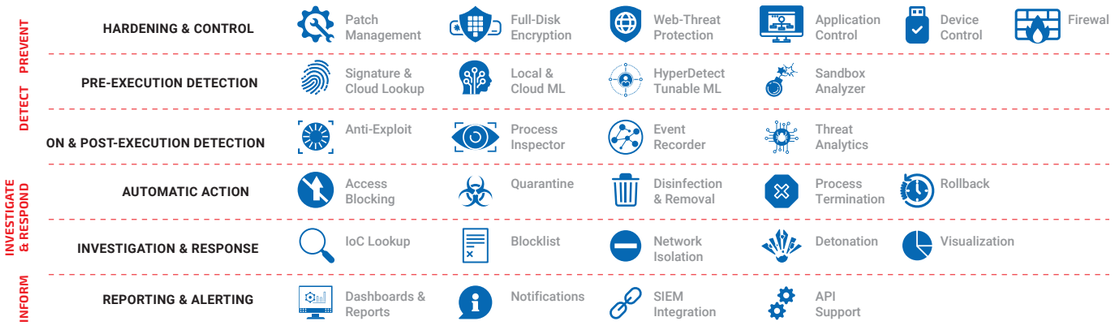
Detection and response

Detection and response show precisely how a potential threat works and its context in your environment. MITRE attack techniques and indicators of compromise provide up-to-the-minute insight into named threats and other malware that may be involved. It helps to easily understand visual guides that highlight critical attack paths, easing burdens on IT staff. Integrated response recommendations indicate steps to remediate or reduce the attack surface.

Managed Detection and Response

Bitdefender's service gives the customer 24x7 access to an elite team of cybersecurity experts. This service is also backed by what we consider as industry-leading and trusted Bitdefender security technologies like the GravityZone® Endpoint Detection and Response Platform.

Bitdefender combines cybersecurity for endpoints, network, and security analytics with the threat-hunting expertise of a fully staffed security operations center (SOC) with security analysts from global intelligence agencies.



Managed Service Providers (MSPs)

Through our approach to partnerships, as of the end of 2020, we developed a strong network of around 10,000 MSPs around the globe offering instant access to innovative resources and an array of tailored benefits that ensure each business growth.

Unified comprehensive MSP security suite that includes all essential security layers but also anti-exploit, advanced tunable machine learning, sandbox and EDR, managed from a single console. Manage protection for all customers from a single cloud hosted console with dynamic monthly billing. Automate tasks and streamline management using application programming interfaces (API) integrations with major Remote Monitoring Management/ Professional Services Automation platforms and many other benefits tailored to MSPs.

OEM Technology Solutions

We believe that over 150 hardware manufacturers, software providers, and cloud-based solution companies have increased their revenue streams by integrating our software development kits (SDKs).

Endpoint Protection

Easy-to-integrate, top-performing SDKs with excellent results on all operating systems.

Gateway Protection

Bitdefender's Gateway Hardening is a security agent that is able to virtually patch vulnerabilities found in a telecommunications-deployed gateway, offering lean and comprehensive security stack.

IoT Protection

Bitdefender offers an IoT security protection platform, its protection being trusted and recognized by large hardware companies and able to make IoT security solutions malware proof.

Advanced Threat Intelligence

Offers contextual, timely insight into the global threat landscape for enterprise organizations with a security operation center.

Threat Intelligence Feeds and Services

A broad portfolio of unique, machine-readable (MRTI) data feeds and services for security solutions vendors.

Awards and recognition

We believe that the 400+ patents issued so far for core technologies (including machine-learning algorithms to detect malware and other threats and anomaly-based detection techniques vital to detect and prevent new and unknown threats) stand as proof of our commitment to exceeding the increasing expectations of our clients and nurture, at the same time, an organizational culture of innovation and original thinking.

Bitdefender is the frequent recipient of industry awards and recognized as a leader in cybersecurity by independent testing organizations and industry analyst firms.

Bitdefender wins four AV-TEST awards for Best Protection

"With a total of four awards, Bitdefender demonstrates its superiority over many other solutions in the market. Both in the tests for consumer applications and for corporate and mobile products, Bitdefender stood out thanks to excellent protection", confirmed Maik Morgenstern, CEO of AV-TEST. – March 2021

The only cybersecurity provider to stop all advanced threats

"For the second year in a row Bitdefender is the only vendor to achieve a perfect score (15/15) against advanced persistent threats."

AV-Comparatives Enhance Real-World Test - Enterprise (APT), Dec 2020

Top Player in the Radicati Endpoint Security MQ 2020 report

"Bitdefender's technology and vision position it as a Top Player", confirmed Sara Radicati, CEO of The Radicati Group, Nov 2020

CRN Tech Innovator Award for 2020

The CRN Tech Innovator Awards celebrate the most innovative products and services in the IT sector. These products are carefully designed by vendors who channel the IT transformation process and offer innovative proposals to their solution providers as well as their customers.

100% fileless attack detection rate, MRG Effitas Q1 2020

One of the only 3 vendors to earn a Level 1 promotion rating on Effitas MRG tests after ALL threats were detected on first exposure or due to behavioral protection. Bitdefender stood out by achieving high detection rates against ransomware, potentially unwanted applications (PUAs) and real threats, being the only provider to achieve a detection rate of 100% against exploits / attacks without files.

Successful participation in the MITRE ATT & CK® evaluation for 2020

With its first participation in MITRE ATT & CK Evaluation, Bitdefender has successfully completed rigorous testing after covering all 19 phases of the attack against the notorious cybercriminal group APT 29. Bitdefender also offers a significant number of techniques, tactics and general detection for the entire attack chain, as well as alerts on the basis of which action for medium-sized companies can be taken.

Bitdefender 'the biggest EDR vendor you haven't considered but should have' – Forrester Wave for EDR 2020

With its first participation in The Forrester® Wave™: Enterprise Detection and Response, Q1 2020, Bitdefender was praised for its performance, security analysis, incident response and streamlined management capabilities, earning the title of "Strong Performer" in the prestigious report.

Memberships

Employers' Association of the Software and Services Industry

French Chamber of Commerce, Industry and Agriculture in Romania

Netherlands Romanian Chamber of Commerce

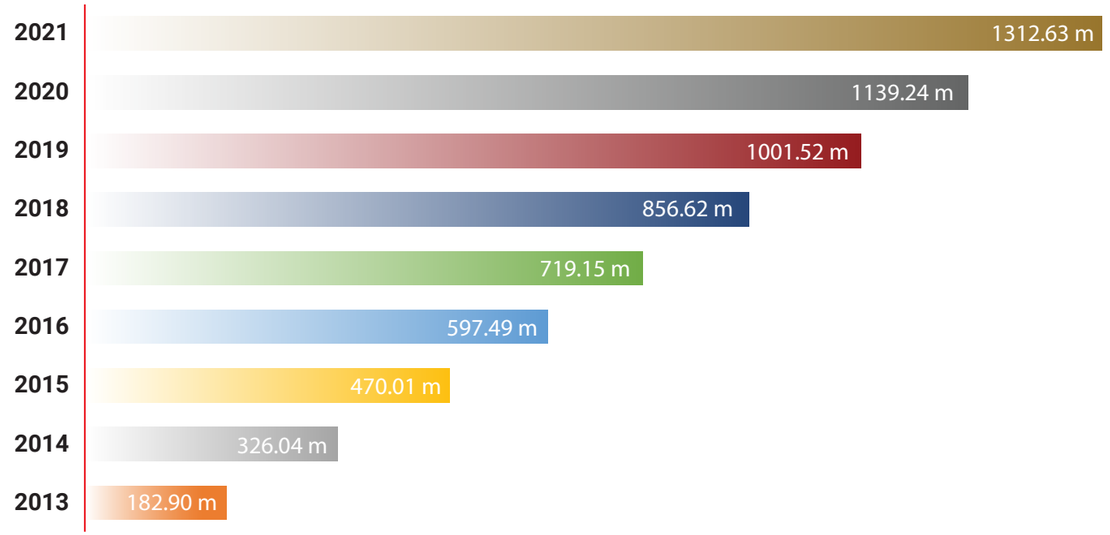
Romanian-German Chamber of Commerce and Industry (AHK România)

Cyber responsibility

Bitdefender's mission is and will always be to battle cybercriminals and adversaries bent on causing harm.

The threat landscape has always been influenced by events and shifts in cybercriminal practices, but the global Coronavirus pandemic has caused a significant shift both in how cybercriminals operate and how they hone their skills. In our view, a defining characteristic of the year 2020 in terms of threats and malware is that they all played on the same theme: the pandemic.

Total Malware, AV Test



Last update: January 27, 2022
Copyright© AV-TEST GmbH, www.at-test.org

Against the background of the COVID-19 pandemic, all types of cyber threats have grown in 2020, from ransomware, which has evolved globally, to Android threats, IoT vulnerabilities and spam.

≈400,000
daily growth rate of new pieces of malware

40%
of emails on the Coronavirus topic are fraud, phishing, or malware

↗ 46%
increase in suspicious IoT incidents in households

64%
of all reported unpatched vulnerabilities involve CVEs older than 2018

↗ 485%
increase in year-over-year of global ransomware reports

↗ 320%
increase in year-over-year of global PUA (Potentially unwanted applications) reports

USER BEHAVIOR CHANGE

↗ 20%
increase in weekly average web traffic in 2020, as a result of Work-from-Home and Online Schooling, as well as increase in online shopping, banking etc

$112
billion spent on app downloads and in-app purchases on the iOS and Google Play stores in 2020, up 25% from last year[3]

↗ 34%
increase in weekly VPN usage, in direct link to web traffic increase and the need of users to access content and news blocked to them

↗ 50%
increase of using streaming services and spend more time both with Online Messaging and Social Media[4]

13+
screen hours are spent per day since COVID-19 emerged[5]

3 App Anie Report, 2020
4 2020 Global Web Index Report
5 Employer and Eye Care Provider Screen Time Survey 2020

With a 485% increase in year-over-year global ransomware reports in 2020 compared to 2019, according to Bitdefender telemetry, threat actors have doubled down on what was already a very lucrative business.

It is not just the private sector that sees ransomware as a top threat. The FBI, in June 2021, announced that, with a recent rapid increase in ransomware attacks against private sector companies, the agency has made investigations of these attacks a top priority.

We believe that, until recently, ransomware attacks were mostly one-offs, with criminals targeting lower-profile companies that could not afford to lose data or weather the bad press that would follow. However, as the digital economy became more prevalent, we observed that solitary attacks transformed into large-scale extortion operations. Thus, ransomware slowly migrated to what model analysts call "Ransomware-as-a-Service" or RaaS. Ransomware as a service is a subscription-based model that enables intermediary hackers to use already-developed ransomware tools to execute ransomware attacks. Affiliates earn a percentage of each successful ransom payment.

Meanwhile, the costs of ransomware attacks are significant. *Chainalysis*, a blockchain analysis company, said the total amount paid by ransomware victims increased by 311% in 2020 compared with the previous year, to reach nearly $350 million worth of cryptocurrency.

In such a threatening context and **because we care**, our researchers spend many long hours year-round tracking malware campaigns, assisting law enforcement agencies and decrypting ransomware to help organizations stand up and fight the bad guys. Over the years, as we have released free ransomware decryptors, we have received many positive comments from organizations who were able to avoid paying millions of dollars in ransoms. For example, only by using the decryption tool for the *GrandCrab* ransomware family released by Bitdefender free of charge on www.nomoreransom.org, a number of approx. 60,000 victims of ransomware regained access to their information encrypted by hackers, without having to pay demanded ransoms in a total estimated amount of $75 million.

In 2020 alone, more than 1.3 million people across the globe have regained access to their data using Bitdefender's free decryptors. Bitdefender's mission is and will always be to battle cybercriminals and adversaries bent on causing harm.

1.3+ million
people across the globe have regained access to their data using Bitdefender's free decryptors

We will continue our work to release ransomware decryptors as soon as available and offer them free and indiscriminately to anyone who needs them. We take this approach because it is impossible to assess how many have been affected since most ransomware attacks are not made public.

Since the world had to adapt to remote work, and staying at home became the new normal, threat actors have also updated their spam-sending tactics by focusing more on delivering seemingly legitimate emails, in an attempt to maximize their chances of infecting users. With fewer typos, more jargon, and the use of legitimate logos when impersonating companies and organizations, cybercriminals fully used their social engineering skills to create believable spam messages. Either capitalizing on their recipients' curiosity or exploiting that users and service providers have started interacting more online, cybercriminals often deployed themed spam campaigns and Android was also plagued by fake applications impersonating popular video conferencing software and medical applications.

Bitdefender partners with and provides technical expertise in fighting cyber-crime to law-enforcement agencies around the world (such as Europol, the FBI, Interpol, the US Department of Justice, and others). Our security researchers continuously track malware campaigns and threat actors, identify new cybercriminal techniques and collaborate with law enforcement agencies to help apprehend cybercriminals, take down dark marketplaces, and develop complimentary tools to decrypt ransomware – **because we care**.

In November 2020, following the collaboration with the Romanian Police, DIICOT, FBI, with support from Europol and Eurojust, Bitdefender helped to annihilate a cybercrime network in Romania. For this action, the DRACO team within Bitdefender, specialized in investigations and remediation of cyber-attacks, made available to the authorities the company's telemetry and its technical expertise.

"Arresting suspects and dismantling such groups is another blow to cybercrime and one of the many cross-border operations in recent years in which Bitdefender has worked with law enforcement agencies around the world, such as the FBI, Europol, Interpol or the DEA. Such successes bring us one step closer to our daily mission of making the Internet a more secure environment." – Bitdefender representative

We remain at the disposal of the authorities and law enforcement agencies that need assistance with investigations or are the target of a cyber-attack, and the DRACO team may be contacted at draco@bitdefender.com.

Strong cybersecurity comes from sharing of knowledge and open communications and is widely encouraged across the industry.

In addition to the products and services offered to its customers, Bitdefender provides Internet users with a multitude of resources, including a news section on the Bitdefender website, a library of resources and reports in the field of cybersecurity and webinars conducted by Bitdefender professionals, as well as several categories of blogs adapted to each category of users (*Consumer Insight, Business Insight and Bitdefender Labs*), thus creating a meeting place for both professionals in the field, as well as for home users. We believe that all these resources made available by Bitdefender for the different categories of users help them to be aware of the latest dangers in the field of IT, to take the measures necessary either so as not to be affected by the actions of cybercriminals or to minimize the impact of these actions on their electronic devices or those of the companies in which they operate.

Moreover, we have created the Bitdefender Expert Community, a discussion platform on various topics that connects IT professionals around the world with Bitdefender experts, a community where each expert can find answers to their questions or help others with experience.

We view the sharing of knowledge of cybersecurity research as our duty and we take this role very seriously. Cybercriminals have taken notice and are deeply concerned (as they should be) at the notion of the cybersecurity community coming together and standing shoulder to shoulder to fight. That is the way we win.

During the U.S. Midterm Elections in 2018, Bitdefender became the first company to make real-time election monitoring results available to the public, including access to a live attacks map and issued daily reports on how attackers were using social media and popular cyberwarfare techniques and tactics used to manipulate the outcome of the elections.

A member of the Advisory Board of the Linux Foundation-hosted Xen Project, Bitdefender is open sourcing the mechanisms of Hypervisor Introspection (HVI) used to understand and apply security logic to memory events within running Linux and Windows virtual machines. These mechanisms leverage Virtual Machine Introspection APIs at the hypervisor-level.

Bitdefender's code allows organizations to make sense of the view of memory provided by Virtual Machine Introspection within both the Xen and KVM hypervisors. While Bitdefender has used the technology for security purposes, the possibilities extend to a range of other areas that can leverage and extend a unique, powerful sensor.

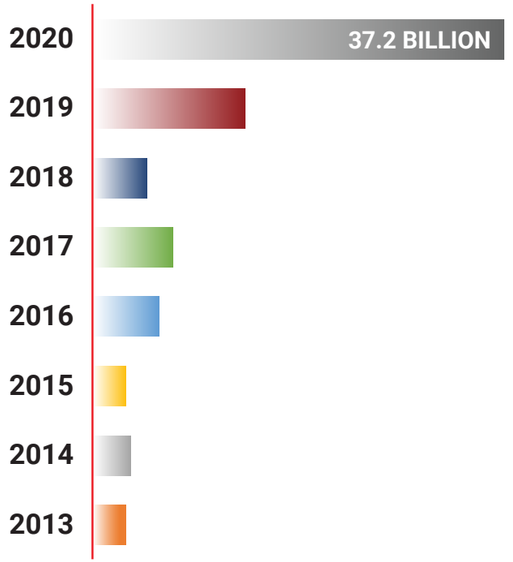
Organizations do not always have R&D teams focused on tackling these types of advanced attack structures. In our view, Bitdefender is going to help move the security industry into the post-virtualization age by open-sourcing how Bitdefender has been able to implement hypervisor-based introspection.

Bitdefender is open sourcing technology that bridges the gap between having access to the raw memory of virtual machines running on Xen and KVM, via Virtual Machine Introspection, and making use of that access.

> *"With the COVID-19 pandemic, people's online identities are becoming more important than ever, and that has been a major source of vulnerability in the past for freelancers and others who rely on their reputation, as well as for private individuals trying to steer clear of fraud."* – Ciprian Istrate, Bitdefender's Vice President for Consumer Solutions

Online privacy means protecting your private and financial data from cybercriminals. Such personally identifiable information has great value on the Internet and once these details are leaked, your money is no longer safe. Because we all need a reliable service for continuous identity protection and monitoring to make sure your private data always stays private, Bitdefender created *Bitdefender Digital Identity Protection*, a service that scans the web for unauthorized leaks of your personal data, monitoring if your accounts are exposed and making it easy to take action well before disaster strikes. This service lets you see your digital footprint, even traces from services you no longer use but still have your data. After years of online activity, you will finally know what sensitive data of yours is out there and where.

Data breaches



Source: 2020 Year End Data Breach QuickView Report, Risk-Based Security Analytics

The Internet is an ocean of good things where many dangerous sharks swim. By their nature, people are attracted to extraordinary events. Often, even adults are carried away and penetrate the dimly lit depths of the Internet. Because children are naturally more curious, and their ability to differentiate good from bad is not yet fully formed, we believe it is our duty to protect them from all that is bad on the Internet. In order to create a safer environment for our children, we have included in our solutions powerful parental control tools that allow parents to both monitor their children's online activity and limit their access to dangerous content, both on computers, as well as on mobile devices.

Because we know that user privacy is very important, through our products we do not monitor in any way the information from the devices microphone or camera, but we inform them in real time about any applications that try to access them and offer them the ability to block unauthorized access of various applications to these resources.

> **We are very transparent about how we use user data and for all our products and services we provide users with a confidentiality/privacy policy both through our products' application menu and on the Bitdefender website.**

Honoring our People

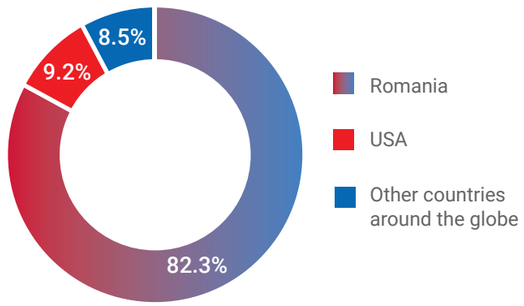
In the absence of a solid foundation of teamwork and dedication, Bitdefender and its accomplishments would not be possible. Put simply, in our view, Bitdefender's success is owed to its people, especially in these difficult times when the pandemic keeps us apart more than we would like.

We think that without our Bitdefenders we would not be here today. From engineering, sales, finance, HR, marketing, IT and support roles to our elite Bitdefender Labs and Managed Detection and Response analysts, all of you play a special role in carrying out our mission to always guard and protect. We consider your hard work makes a tremendous difference for many others.

As of 2020, we have over 1,600 employees in the 14 countries where we have our offices.

Since the cornerstore of the Bitdefender group can be traced to Romania, most of our employees work in Romania, at the corporate headquarters in Bucharest and at the regional offices in Iași, Tîrgu-Mureș, Timișoara and Cluj-Napoca.

Employee distribution around the globe



RESPECT FOR THE INDIVIDUAL

We believe we all deserve to work in an environment where we are treated with dignity and respect. Bitdefender is committed to creating such an environment because it brings out the full potential in each of us, which, in turn, contributes directly to our business success. We cannot afford to let anyone's talents go to waste.

WE CELEBRATE DIVERSITY AND INCLUSIVENESS

Our society is diverse. It is made up of people of different nationalities, ethnicities, genders, generations, cultures, religions, sexual orientations and identities. We want to encourage this diversity and benefit from it. Each of us brings a different viewpoint to the workplace making all of us think more broadly and allow us to be more creative collectively with the challenges of improving our services or developing new ideas and solutions. We embrace those differences and the social customs and cultural traditions around the world.

We believe Bitdefender is an equal employment/ affirmative action employer and is committed to providing a workplace that is free of discrimination of all types from abusive, offensive or harassing behavior.

By the nature of our activity, we generally need highly educated employees in the IT field, very well prepared from a professional point of view. As the level of professional training of Romanian specialists in this field is very high, very few foreign IT professionals work on the Romanian labor market. For this reason, the nationality diversity in our group is quite low, but we are eager to change this. 2020 has shown us that we can be just as efficient without working from the various Bitdefender offices and that is why we are convinced that, in the future, we will be able to greatly increase the ethnic and cultural diversity of our teams. The new recruitment programs within our group no longer take into account the geographical location of potential employees.

In Bitdefender, work relations are governed by the principle of equal treatment between all employees and Bitdefender's management, thus ensuring equal chances and treatment amongst employees, either women or men, within the labor relations of all types. All forms of direct or indirect discrimination, discrimination by association, harassment or victimization, towards an employee are strictly forbidden. Any employee who feels harassed or discriminated should report the incident to his or her manager, Human Resources or compliance department.

As we do not take into account the ethnicity, religion, sexual identity or orientation of our employees we cannot provide comparative data in this regard, but we assure all employees that we will do our best so they will be protected against any discrimination of any kind, both by management and colleagues.

No incidents of discrimination have been reported at Bitdefender in the last 3 years.

Bitdefender employees' distribution by gender and region

Country	2018					2019					2020				
	Women		Men		Total	Women		Men		Total	Women		Men		Total
Australia	4	44%	5	56%	9	3	25%	9	75%	12	5	45%	6	55%	11
Canada	0		0		0	0		1	100%	1	0		1	100%	1
Denmark	0		3	100%	3	1	33%	2	67%	3	1	33%	2	67%	3
The United Arab Emirates	0		6	100%	6	0		4	100%	4	0		2	100%	2
France	13	27%	36	73%	49	15	29%	37	71%	52	16	34%	31	66%	47
Germany	5	23%	17	77%	22	7	29%	17	71%	24	8	32%	17	68%	25
Italy	1	25%	3	75%	4	1	25%	3	75%	4	1	20%	4	80%	5
The Netherlands	2	8%	24	92%	26	3	9%	31	91%	34	3	15%	17	85%	20
Romania	359	27%	953	73%	1,312	366	26%	1,046	74%	1,412	364	27%	972	73%	1,336
Spain	4	36%	7	64%	11	5	42%	7	58%	12	4	40%	6	60%	10
United Kingdom	4	22%	14	78%	18	4	25%	12	75%	16	2	12%	15	88%	17
United States of America	44	34%	87	66%	131	45	29%	109	71%	154	44	29%	106	71%	150
Total	435	27%	1,156	73%	1,591	449	26%	1,279	74%	1,728	445	27%	1,182	73%	1,627

According to (ISC)² *Women in Cybersecurity Report*[6], at global level, most cybersecurity roles are still filled by men and pay disparity is still an issue. However, women now account for 24% of the cybersecurity workforce and are more likely to be promoted to senior positions than men[7]. Romania is already recognized for outperforming other European countries when it comes to the representation of women in technical, typically male-dominated, professional sectors, according to the European Commission's 2020 *Women in Digital (WiD) Scoreboard*[8]. Even though Bitdefender does not have in place a proactive policy for empowering women, 27% of our employees are women.

Buoyed by higher education and certifications, more women are entering the field of cybersecurity, not only working "in the trenches", but also in the C-suite, according to David Shearer, CEO of the *International Information System Security Certification Consortium*, or (ISC)², a non-profit organization specialized in trainings and certifications for cybersecurity professionals.

According to the aforementioned (ISC)² *Women in Cybersecurity Report*, 45% of women surveyed are millennials, compared to just 33% of men. 24% of the industry today is female, and the number is expected to climb even higher in the years to come.

The continuous professional training of our employees is essential for Bitdefender's success. In addition to the many in-house employee training courses organized with the help of in-house specialists or professional trainers, our employees are encouraged to attend courses and conferences in the field of cybersecurity and other related fields. Thereby, we make sure that our employees are up to date with the latest technologies

and trends in the IT field, so that the acquired knowledge puts its mark on the quality of the products and services offered by Bitdefender. The costs of attending these courses and conferences are borne by Bitdefender, both in terms of travel and accommodation costs, as well as in terms of participation fees.

Most of the participations were in courses for the development of technical skills specific to our field of activity. Moreover, our employees also attended courses for the development of managerial skills, leadership skills, sales techniques, as well as for the management of stress and burnout.

Bitdefender employees have at their disposal an internal e-learning platform, which facilitates their participation in the mandatory trainings that each person must go through after joining the Bitdefender. In addition, they can also enroll in a number of other programs provided by Bitdefender through this platform.

6 https://www.isc2.org/-/media/ISC2/Research/ISC2-Women-in-Cybersecurity-Report.ashx
7 https://businessinsights.bitdefender.com/women-now-constitute-24-of-the-cybersecurity-workforce
8 https://digital-strategy.ec.europa.eu/en/library/women-digital-scoreboard-2020

Due to the nature of our business, we need dedicated and loyal people and that is why very few employees work part-time or on a fixed-term employment contract.

Type of contract	2018			2019			2020		
	Women	Men	**Total**	Women	Men	**Total**	Women	Men	**Total**
Permanent, of which:	435	1,155	1,590	449	1,278	1,727	445	1,179	1,624
• Full time	427	1,143	1,570	435	1,250	1,685	436	1,174	1,610
• Part time	8	12	20	14	28	42	9	5	14
Fixed-term	0	1	1	0	1	1	0	3	3
Total	435	1,156	1,591	449	1,279	1,728	445	1,182	1,627

Bitdefender guarantees all employees the freedom of collective association, but, until now, the employees have not formed unions to represent them in the relationship with Bitdefender. No collective bargaining agreements are formalized at Bitdefender level, the working conditions and remuneration being negotiated with each employee separately, on employment, and periodically, in general, after the annual performance evaluation process.

In the near future, no major operational changes, which would imply significant jobs loss, are foreseen in Bitdefender's structure. The notice period for leaving Bitdefender is usually the one provided by the legislation in force in each country, ranging from 1 to 3 months for the execution staff and 3 to 6 months for the management staff.

In Romania, the minimum duration of the annual leave is of 21 business days for the execution jobs and 24 days for the management, department/business line heads. For each period of 3 years worked within the company, 1 day is added to the annual leave.

Health and safety of our employees

The particular situation of 2020, dominated by the Covid-19 pandemic and periods of lockdown and major concerns about the health of family members, has led to an increase in the level of stress felt by all employees, especially since they had to make a sudden transition to working-from-home. To reduce the effects on employees' psyche, Bitdefender has intensified collaboration with a private health clinic specializing in psychotherapy. Through this collaboration, the participation of several hundreds of people in burnout prevention and stress management courses was aimed at, as well as carrying out a psychotherapeutic assistance program for the employees. Employees who need psychological counseling simply send an email to the HR department with contact details and request counseling, and are to be contacted by the specialized staff of the psychotherapy clinic for online sessions. All costs of this program are borne by Bitdefender, and the program is accessible to Bitdefender employees worldwide.

The occupational health and safety management system has been implemented in Bitdefender offices in accordance with the specific legal requirements of the respective country. Annually, Bitdefender goes through a health and safety risk assessment and a plan of improvement measures is set-up to prevent potentially dangerous situations. Occupational health and safety risk assessment covers all categories of workers and there are no employees or jobs that are not assessed.

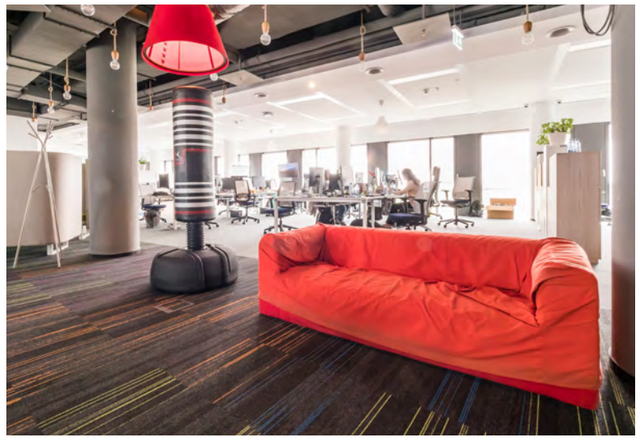
The consultation of employees in the process of management of health and safety at work complies with the legal provisions of each country in which Bitdefender has offices.

In Romania, there is an *Occupational Health and Safety Committee* composed of the CEO, the head of the Occupational Health and Safety department, 4 representatives of the employer, 5 representatives of the employees and 1 occupational physician; this committee meets on a quarterly basis. A representative of the authorities with responsibilities in the field is also invited to the meetings. After each meeting, a conclusions and proposals report are drafted and sent to the company's management. A copy of the report with the conclusions of the meeting is also sent to the Romanian authorities.

In France, the employees' *Health and Safety Committee* is constantly consulted on measures taken in the field of health and safety at work. It is also informed about the conclusions of the audit report prepared by the external auditors regarding the efficiency of the occupational health and safety measures implemented in the company.

In the other offices, the person in charge of health and safety at work is the local office manager, who makes the decisions regarding the specific measures together with the local management and the employees' representatives, according to the local legal provisions.

For employees from Bitdefender's Romanian offices, the occupational health checks are carried out annually and their cost is fully borne by Bitdefender.

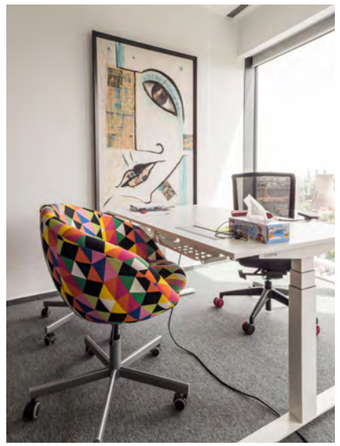


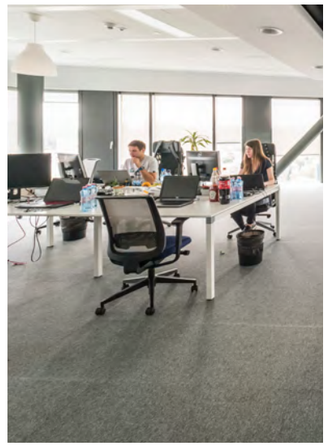
Discussions and investigations conducted in the context of occupational health checks are confidential and the results of investigations are not reported to the employer. For the company's records, the occupational physician issues a certificate confirming that the employee is medically fit to hold the job. If the doctor determines that the employee is no longer medically fit for the job in which he/she is employed, Bitdefender is committed to finding a job for that employee according to the recommendations of the occupational physician.

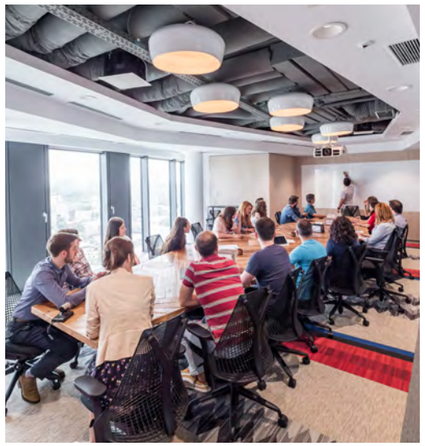
Each employee may report occupational health and safety hazards or incidents directly to the internal *Occupational Health and Safety* department, or may use company-established whistleblowing channels, which also allow for the anonymous transmission of complaints.

Training needs in the field of occupational health and safety are established according to the specific legislation of each country and the annual assessment of occupational health and safety risks. For Romanian employees, there are two types of courses: compulsory (required by law) and optional. All courses take place during working hours. To ensure that employees pay the utmost attention to these courses, after each course, they must take part in a quiz to assess the degree of mastery of the information. If no passing score is obtained, it is necessary to resume the course.

The proof that we place a high value on safety at work is the fact that in the last 3 years there have been only 3 work accidents (1 accident in 2018 and two accidents in 2019). All 3 accidents took place outside Bitdefender's premises, on the road between the workplace and the employees' home and all were minor accidents.







Because we know that employees' productivity is closely linked to their working conditions, all our offices are equipped with ergonomic furniture. From the beginning of the pandemic, Bitdefender recommended that employees work from home, and with the transfer of office activities to employees' homes, we allowed them to take home all the equipment they needed to be able to have a comfortable working environment in their home, including the desk, chair, monitor or printer.

Employees who needed access to Bitdefender offices for the smooth running of the business were allowed to work from the office, but only in strict compliance with the security measures implemented: social distancing, wearing a mask, regular testing with quick tests (provided by Bitdefender, etc.). Employees' access to Bitdefender's headquarters was allowed only if they had the approval of the direct manager and the person in charge of health and safety at work. The presence of the employees in the offices was carefully observed by the Security team that monitored the implementation of the protection measures. Bitdefender provided employees with free protective equipment: disinfectant gel, disposable masks, gloves and quick saliva tests.

> **During the pandemic, travel and business meetings were reduced to only those that were absolutely necessary, which were carried out only with the approval of Bitdefender's management.**

Responsibility towards our communities

At Bitdefender, we are committed to investing in the education of young generations, thus contributing to a brighter future for the communities we live and do our business in. We believe we have done this since the beginning of our business, as we consider education to be the starting point of any society's evolution, and we consider that we are now an acknowledged partner for achieving excellence in Romania's education and research. In the following, we will introduce you into our universe of good deeds, through which we aim to determine a systemic change in our society.

> *"We cannot have a rich country without competitive Romanian products and services – we cannot be competitive without well-educated, creative, high-performing young people who are passionate about their field of choice. Only with a good and high-quality education can we be a country that is respected, appreciated and in control of its future."* – Roxana Măriuca Talpeș, Bitdefender Co-Founder

Bitdefender supports transformation of education in Romania – *Edu Networks*

Bitdefender is the founding sponsor of *Edu Networks*, a project aimed at transforming education in Romania, focused on supporting school clusters and communities.

Edu Networks is a large-scale educational project, initiated in 2018 with Bitdefender's support, which aims to completely transform the mentality of Romanian schools, so that graduates are better prepared. The project is managed by the *Association for Values in Education*, an NGO with activities in this field, and will be implemented for 4 consecutive years in 500 kindergartens, schools and high schools in rural and urban areas, where almost 260,000 pupils study.

Bitdefender is a company that knows the importance of long-term projects, the results of which are not immediately noticeable, so it is committed to supporting this project for the entire 4-year implementation period, in order to be able to achieve systemic and lasting organizational transformations. The actual work in collaboration with the schools started in September 2019 and will be completed in August 2023.

The value of the initial contribution from Bitdefender together with a German food retailer, was $1.4 million, and the total value of the project for the entire period is $6.8 million.

9
ORGANIZATIONS

68
EDUCATION SPECIALISTS

50
BUSINESS MENTORS

Edu Networks - First year of the program

570+
EDUCATIONAL INTERVENTIONS

2,200+
PROFESSORS AND TEACHERS

9
CLUSTERS

114
SCHOOLS

> *"We have already supported the first cluster, in 2018, in which 12 schools from Hunedoara, 250 teachers and over 3,000 pupils were involved. In addition to the courses held with teachers, about their role and the transformation of thinking paradigms, we also organized workshops, where we discussed the educational gaps and how to reduce and even close them. We also had a summer school with teachers included in the project, where we addressed the importance of literacy in early education. We are happy to continue to support this project, which is gaining momentum and adopting professionals and partners eager to reform for the betterment of education in Romania."* – Florin Talpeș, Bitdefender Co-Founder & CEO

Merito Program

Bitdefender is, since 2015, a Founder Sponsor of the *Merito* program of the *Romanian Business Leaders* foundation, aiming at rebuilding the reputation and professionalism of the teaching staff and awarding the teachers' excellence.

Through *Merito*, Bitdefender wants to bring in the eyes and minds of Romanians exemplary teachers, those who change Romania for the better, to build a community that discovers all truly special teachers, to acknowledge their contribution and take the good practices further, to inspire other teachers as well.

> *"Bitdefender has been actively supporting excellence in Romanian education and research for many years. Teachers are the backbone of education, and their impact on young people's education is huge. We want exceptional teachers to become role models for the entire guild and for young people, and for their status in society to be the one they deserve. We can find them anywhere: in the biggest city, but also in a village forgotten by the world. We just have to discover them and tell their story to the whole of Romania. That's what the Merito team is doing."* – Florin Talpeș, Bitdefender Co-Founder & CEO

We support performance

Bitdefender has been funding since 2008 www.viitoriolimpici.ro, a program of the *Romanian Society of Mathematical Sciences* and Intuitext S.R.L., aimed to build the foundation of the performance in mathematics starting with 4th grade in the kindergarten to 12th grade system (K-12). We believe that this program contributed to the increased number of students of Mathematics faculties in Romania.

The International Mathematics Olympiads

The *International Mathematics Olympiads* (IMO) were initiated by Romania, through the *Society of Mathematical Sciences* in 1959, at the initiative of Professor Tiberiu Roman, the general secretary of the society.

The first two such competitions took place in Braşov and Sinaia, only with countries from the Communist bloc. In 1969, the first Western country also participated, and after 1970 several Western states became members of the IMO. Currently, more than 600 students from approximately 110 countries participate in the IMO each year. In an unofficial ranking on the total number of medals, Romania ranks third, according to the *Romanian Society of Mathematical Sciences*[9].

The 2018 IMO took place in Romania, Cluj-Napoca becoming the world capital of mathematics. Bitdefender has supported this special event, which marked the centenary year of Romania.

> *"In recent years, statistics clearly show that the IT&C industry, a field that structurally has a high added value and requires knowledge of mathematics and science, already contributes substantially to Romania's economic growth and its transformation into an innovation-based one. I believe that the Mathematics Olympiad will contribute to the preparation of a new generation of IT specialists that Romania needs in the coming years."* – Florin Talpeș, Bitdefender Co-Founder & CEO, partner of the International Mathematics Olympiad, 2018

9 https://www.facebook.com/ssmr.ro/posts/871384116347845:0

We invest in education infrastructure

We believe that a major driver of Bitdefender's success is the outstanding engineering talent and deep domain expertise. Approximately half of Bitdefender employees are in engineering and development, primarily working in five R&D centers aligned closely with Romania's top universities. Early on in Bitdefender's history, we began partnering with all major educational institutions in the country to support the early hiring of top talent. Today, we actively contribute to the ongoing development of cybersecurity university programs and many of our employees participate as adjunct professors in these programs.

Over the years, Bitdefender has built what we believe are state-of-the-art tech labs in major tech universities (Bucharest, Cluj-Napoca, and Iași) and high schools in Romania. The laboratories are equipped with state-of-the-art computers, interactive projectors and modern furniture. The spaces provide students with high-performance hardware and a working environment of the highest standards. Thousands of pupils and students attend classes in the new labs, where Bitdefender specialists teach them theoretical knowledge and practical applications related to cybersecurity, among others.

Bitdefender is a strong believer in the active role the industry has to play in supporting the grass roots of the education starting with K-12. Bitdefender contributed during the years building science, computer science, music, art laboratories in K-12 education system, supporting teachers across the country for building excellence, supporting teams and students' teams joining international competitions etc.

Additionally, we sponsor mentorship programs, and youth programs to encourage and inspire young people to pursue a career in research and engineering.

Stagiipebune.RO

Bitdefender has a tradition to open annually paid internship positions. For more than a decade, Bitdefender is the principal partner with the most prestigious internship platform in Romania, *stagiipebune.ro*. Through this program, we carry out around 60-100 internships each year.

Log Out of Hate

Being dedicated to online protection, in all its forms, Bitdefender took it as a mission to unravel how much cyberbullying is affecting users and to put the issue on the public agenda, trough the campaign entitled *Log Out of Hate*.

Online risks and dangers often have a human face and they cannot be prevented with just a cybersecurity software. As a tech group, Bitdefender studies human behavior in the online to try to predict product trends and to act on all fronts, educating the audience and giving them the right tools for protection.

One global phenomenon that is also growing in Romania, taking over the lives of online users is cyberbullying. The effects cause long time trauma for the bullied and cyberbullying is a hidden form of violence.

However, the internet is hardly regulated, public interest for this phenomenon is almost nonexistent and there was no relevant data for how cyberbullying is impacting Romanian teens.

This campaign was created to raise awareness of how much cyberbullying is affecting users and to put the issue on the public agenda, to start working for relevant programs that would educate, change attitudes, and open a conversation with teens, parents and organizations.

For the ***Log Out of Hate*** campaign, Bitdefender has received the ***Silver Award for Excellence in Corporate Social Responsibility*** in the 16th edition of the ***Romanian PR Award*** competition, which took place in 2018.

METRICS OF SUCCESS

11k	70k	61	45	4.7
PETITION SIGNATURES	WEBSITE VISITS	ARTICLES IN THE PRESS	INFLUENCER POSTS & ARTICLES	MILLION USERS INFLUENCER REACH

Supporting tech entrepreneurship

Bitdefender actively supports tech entrepreneurship by offering constant mentoring to start-ups within *TechHub Bucharest*, a community for tech entrepreneurs and startups. Bitdefender also offers them free cybersecurity solutions and organizes events and meet-ups that help grow the business knowledge of the community. Through its actions, Bitdefender wanted to build a real bridge for meetings and recurring workshops that would turn the company into a permanent ambassador for tech entrepreneurship. Moreover, unlike the few similar initiatives with tight timeframes, the Bitdefender campaign is the first to take place on regular basis and to offer full-time mentorship to startups.

In the past years (2018-2020), the activities undertaken by Bitdefender have directly reached over 2,500 local entrepreneurs, freelancers and professionals interested in starting a business.

Additional to our efforts to sustain systemic transformation in education, Bitdefender constantly supports children in disadvantaged communities.

Gifts for children project

For several years now, Bitdefender employees prepare gifts for children from disadvantaged communities. In 2019, they offered gifts of joy to children in Cutuș, Romania, thinking that they were doing good. With this first gesture, they quickly came to realize that they were feeling good, so that in 2020 they prepared gifts for children in Hamcearca and Nifon, two communes in the Danube Delta, the second largest and best preserved of the European deltas.

Bitdefender ensured the delivery of gifts, which otherwise may not have reached the little recipients.

School and kindergarten renovation projects

In Bitdefender, we believe that performance needs infrastructure and, in 2019, we thought a good contribution from our side to the disadvantaged community is to renovate schools. We started in Mahmudia, Romania, where our employees renovated the school's classroom and painted the window frames; finally, they prepared gifts for the children and also for the school. With a high level of enthusiasm, our employees wanted to do more for the little ones, so that the activities planned initially for 4 hours, took 2 full days of work. After finishing the school's renovation project, Bitdefender employees also thought of small children in Mahmudia and they renovated the kindergarten playground by painting and repairing playground elements (swings) and built a wooden house.

Bitdefender is committed to aiding healthcare professionals as attacks quadruple during the COVID-19 pandemic

At the beginning of 2020, Bitdefender was decided to continue the well-known investments program in the education infrastructure in Romania but, with the COVID-19 pandemic hitting hard global economies and putting unprecedented pressure on national health systems, we felt that we could do even more, helping communities at large. Consequently, we mobilized quickly important resources, thus offering real support to the medical systems both in Romania and worldwide, ensuring free cybersecurity services and directly, providing medical equipment.

Bitdefender offers enterprise-grade security at zero-cost to healthcare organizations

Since the beginning of the COVID-19 pandemic, in March 2020, Bitdefender offered enterprise-grade security solutions free of charge to all healthcare organizations worldwide. Healthcare organizations of all sizes, from small dental and ophthalmic practices to large hospitals, requested free access to Bitdefender's products at the campaign webpage www.bitdefender.com/freehealthcaresecurity and **more than 600 hospitals around the globe have received support from Bitdefender.** For large organizations, Bitdefender also offered their professional services and advanced technologies like network traffic security and analytics.

This is not the first time Bitdefender has been involved in helping communities at large. Bitdefender has partnered with *TechSoup*, since 2012, to protect the world's most vulnerable from the growing dangers of malware and e-risks through the donation of its products to nonprofits across the world. After the program launched in 2012, the program quickly expanded into new countries. By 2015, Bitdefender became the first European company to partner with *TechSoup* on the global expansion platform, giving around 1 million registered users access to Bitdefender's security expertise and technologies. The partnership between *TechSoup* and Bitdefender originated from a relationship between one of the *TechSoup Global Network Partners*, *Asociația Techsoup Romania*, and Bitdefender.

As of 2020, the Bitdefender charity program offered security software at zero-cost to protect more than 16,000 NGOs in around 106 countries across the globe.

Donează pentru linia întâi

Since April 2020, Bitdefender, together with other 3 large companies in the Romanian economy, have launched the platform "Donează pentru linia întâi" ("Donate for the front line") to assist doctors and medical staff, as well as police, army and gendarmes, who have made superhuman efforts in the fight for life against the COVID-19 pandemic, calling on all those who had the opportunity to support this campaign. Over 70,000 people and 6,000 companies have donated over $2.83 million through this campaign, Bitdefender contributing with donations worth over $0.26 million. This money turned into protective masks, medical and IT equipment for doctors and front-line staff who were in dire need of pandemic support.

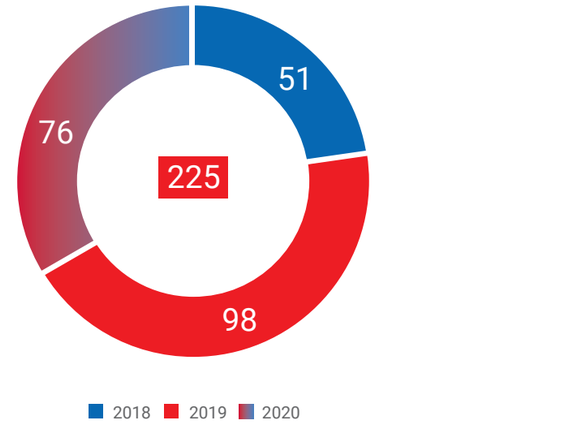
Additionally, in 2020 Bitdefender has donated sanitary and protective equipment for first responders including major hospitals of Bucharest.

During 2018 - 2020, Bitdefender has offered sponsorships of over $0.89 million in the large social responsibility projects that the company supports.

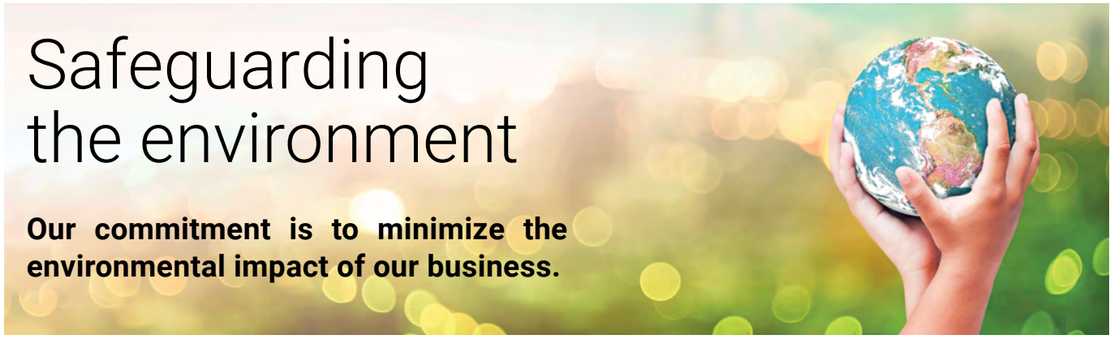
Blood donations

Even before the Covid-19 pandemic, Bitdefender encouraged its employees to support the medical system through blood donation campaigns, giving a day off to employees who donate blood. Through this campaign, a number of 225 blood donations have been made by Romanian employees during 2018-2020.

Bitdefender employees who donated blood



Safeguarding the environment



Our commitment is to minimize the environmental impact of our business.

Despite all the technological advances, humanity still depends on the natural resources that the planet offers us, and sustaining life remains in a very close connection with air quality. Reductions in air pollution are associated with widespread long-term public health benefits and the avoidance of illnesses. We are aware that, by continuously reducing pollution, we directly contribute to maintaining a qualitative natural environment, which will allow the existence of future generations.

Protecting the planet is vital for sustainable development. Our future depends on our actions and each of us can set an example for others. Developing sustainable solutions to fight against the climate change we are already facing is very important not only for our health, but also for the health of the planet itself. Protecting the environment is an essential factor that can lead to a significant decrease in business risks. On the other hand, the COVID-19 pandemic has also revealed several opportunities that can be exploited for a sustainable business transformation.

Identifying, assessing and managing climate-related risks are among the most critical challenges facing society today. The particularities of 2020 have led us to aim to understand much better how our activity can impact climate change, but also how climate change can have a significant direct or indirect impact on our business.

Given the specifics of Bitdefender and the field in which it operates, we defined the four following pillars that outline our approach to environmental responsibility: *Facilities*, *Operations*, *Products & Services*, and *People & Society*.

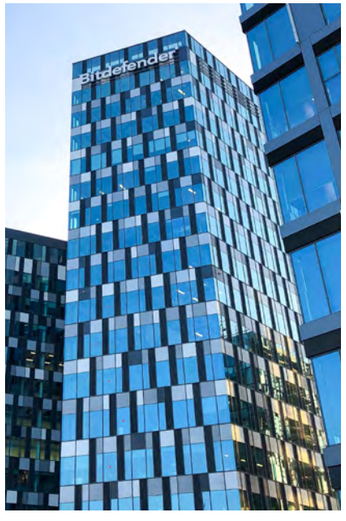
The materiality of our impacts on these pillars and the way they interconnect have determined us to prioritize and implement sustainability initiatives in different aspects of our business.

Developing solutions to the sustainability challenges we face is critical for our planet, society and communities around the world. Climate change, in particular, is one of the most urgent societal problems and is driving increased risks for businesses. At the same time, there are opportunities to advance solutions that protect the environment, support sustainable development and grow the economy.

FACILITIES: OFFICES & DATA CENTERS

The responsible use of renewable natural resources in Bitdefender's activities, both in the offices where we operate and in the data centers that host our group's servers, is an important pillar of our vision for environmental sustainability.

In order to reduce the environmental impact of our activities, we decided years ago that all our offices would be located only in new, energy-efficient buildings. The largest Bitdefender offices, respectively those in Bucharest, Timisoara and Iasi, Romania, are in LEED Platinum certified buildings, and the building in Cluj-Napoca where we have an office holds a BREEAM certification. These offices host more than 80% of all Bitdefender employees. Given that, since March 2020, most employees are working in the telework system, electricity and water consumption has been significantly reduced.



LEED PLATINUM 2018

BREEAM EXCELLENT

≈40%

of the electricity consumed in data centers obtained from renewable energy sources.

To understand more about the LEED and BREEAM certifications and their relation to environmental sustainability, here are a few ideas:

- These certifications are the most used rating system for buildings around the world; and
- Both certification systems distribute points (credits) with regard to material and waste management, energy and water consumption, indoor environment.

> **Thanks to the buildings having these LEED and BREEAM certifications and a high standard energy-efficient technology, this shows that Bitdefender's offices are a sustainable location for building Bitdefender's culture through networking and teaming.**

We know that the use of data centers, a major component of our business, involves a significant consumption of resources, so a few years ago we started a process of transforming the way we operate data centers. If, at the beginning, we had our own data centers, over time we made the transition of these activities to specialized data centers because, on the one hand, they are more energy efficient and, on the other hand, this helps reduce the costs of equipment protection systems to be provided for such spaces.

> **At the moment, we are using one of the most modern and environmentally friendly data centers in Romania, approximately 40% of the electricity consumed in these data centers being obtained from renewable energy sources.**

Based on our calculations, during 2020, we generated approximately 445 tons of CO_2 accounting for the electricity consumption of our equipment in the data centers. The calculation was made based on information received from data center electricity service providers. The annual electricity consumption for these data centers is around 4 million kwh, an increase compared to previous years that is correlated with the significant increase of the group's activities.

Whereas the hybrid antivirus system that relieves users' devices of many resource-intensive tasks uses Bitdefender servers also in order to run these processes in areas closer to the end user, some of the processes running on our servers have been moved to the cloud platforms of the largest providers of cloud services worldwide.

We estimate that we use 60% processing and storage power in the cloud and 40% on our own servers in data centers based in Romania. Given that cloud service providers are very large companies worldwide, they have managed to optimize the energy mix used in their data centers, most of them using exclusively energy from renewable sources. For cloud activities, we estimated that approximately 200 tons of CO_2 were generated during 2020.

For example, one relevant indicator is our energy consumption, which is represented by our GravityZone Cloud instances (more than 50 servers), hosted in Amazon Web Services' (AWS) infrastructure, who are known to have a long-term goal to power the infrastructure using 100% renewable energy.

The estimated carbon footprint associated with Bitdefender's usage of AWS services in 2020 was 125 metric tons of CO_2 equivalent. The estimate includes both *Scope 1 and Scope 2* emissions, and was calculated following the *GHG Protocol Scope 2 Guidance* for the market-based method. It covers our full usage of AWS' services for the accounts used.

OPERATIONS

In addition to addressing the environmental impact of our facilities, we take a proactive approach to reducing the environmental footprint of Bitdefender's business activities, which we consider primarily to include purchased goods, services and corporate travel.

We periodically assess the moral wear of our IT equipment, as well as the technical and energetic performances ratio and we decide on the calendar to follow for the replacement phases with new equipment. When selecting the IT equipment to be purchased, we pay special attention both to their energy performance and to their estimated lifespan. Equipment that is not completely affected by moral wear and tear, and can still be used in less demanding environments than our group, is donated to schools, orphanages and NGOs. All discarded electronic and electrical equipment is handed over to a company specialized in collecting this type of waste, to be introduced into the recycling circuit.

In all Bitdefender offices, we selectively collect waste according to the selective collection system available in each area where we have offices, and using the collection systems of the respective office buildings. Due to the fact that we do not have individual contracts for waste collection, we do not have information on the quantities of waste generated each year.

The most important category of purchased services are cloud hosting services and for these we select providers using, among others, criteria regarding the share of energy from renewable sources used and the amount of CO_2 generated.

During 2020, we have reduced the number of business travels, mainly due to the COVID-19 pandemic restrictions. Following an internal analysis, we found that although the meetings with business partners took place almost entirely online, their quality and results were very similar to those of face-to-face meetings. For these reasons, we have decided to try to use face-to-face meetings only where possible and necessary, in the future.

Out of a desire to help reduce pollution, at a time when environmental responsibility was not yet in the spotlight, Bitdefender's management made the bold decision to massively reduce Bitdefender S.R.L.'s car fleet, so that, in 2012, we eliminated more than 70% of the vehicles offered to our employees, thus reducing Bitdefender S.R.L.'s carbon footprint. In the next period, we continued to reduce the car fleet, taking into account the lifespan of the vehicles we owned, in the last 3 years eliminating more vehicles so that, at the end of 2020, only 9 vehicles remained in Bitdefender S.R.L.'s use.

Bitdefender S.R.L.'s current policy regarding its car fleet prohibits the purchase of new cars for employees regardless of their position in the organizational chart. Only in certain exceptional situations, well justified, the purchase of a new vehicle can be approved, this being necessary for activities such as courier or transport of materials.

PRODUCTS & SERVICES

Although, at first glance, the products and services we offer do not seem to have a significant impact on the environment, on closer inspection, it can be seen that measures can be taken to generate a positive impact on the environment by increasing the lifespan of devices protected by Bitdefender products and services. An important factor in the process of developing Bitdefender products and services is to save as much as possible the resources and processing power of the devices we protect.

We have created hybrid cybersecurity products that use Bitdefender servers and the cloud for the processes that use the most resources of the protected devices. This has been a natural process, from the antivirus that ran exclusively on the device it protects, to the antivirus that ran mostly on each customer's server, to now reach solutions that use mostly Bitdefender resources (own data centers and cloud). In this way, protected devices have more resources at their disposal to run user applications.

In addition, Bitdefender products and services also protect smartphones against malware threats, as well as against configuration issues that can compromise the device, with a significant impact on the battery life. Considering that, lately, in many smartphones the battery is practically built into the device and cannot be easily changed, a significant reduction in the autonomy of the device usually generates a decision to replace it by the user. In our view, using Bitdefender products extends the life of these devices.

Another aspect that has developed in recent years is the process of electronic money mining and implicitly the crypto jacking actions that use the resources of infected computers for money mining in favor of criminals. Infected computers show no symptoms other than slow applications and, in the absence of an antivirus system, the user considers that its device is outdated, without knowing that the real reason is the infection with crypto jacking software.

Until 2020, electronic equipment (*i.e., Bitdefender Box*) and CD/DVD products were available in Bitdefender's offer. Their share has been relatively small, as most of our products are sold exclusively online. Starting with 2021, our aim is that the only physical products to be sold by Bitdefender be scratch cards, but even for them, the packaging boxes have been abandoned in order to minimize the amount of packaging generated waste.

PEOPLE & SOCIETY

Due to the COVID-19 pandemic, since March 2020, most employees have been encouraged to work from home, thus protecting them from the infection with the virus while also saving the CO_2 emissions generated by their transportation to the office. On this occasion, we observed the efficiency of the telework system, which we decided to implement even after the health restrictions will be reduced or even disappear. For new job openings, we are promoting the remote work system. In this way, we will be able to reduce not only the emissions generated by the transport of employees to the office, but also the consumption of resources that office buildings use.

All the locations where we operate were chosen taking into account their proximity to efficient public transportation systems, thus encouraging our employees to use public transportation to the detriment of personal cars, when traveling to and from work.

We believe that there is always room for better and for more. In addition to actions to reduce resource consumption within the group, we want to contribute to creating a healthier world for all. With this ideal in mind, we are also supporting two Romanian campaigns aimed at protecting the environment and the biodiversity – *Adopt a bear* and *Adopt a tree!*.

Adopt a bear, a *Million of Friends Association* project, offers to 100 bears that have been held captive or that have been injured a new chance at life in the bear sanctuary in Zărnești. *The Zărnești Bear Sanctuary* has 69 hectares of oak forest, with trees where the bears can climb, swimming pools where they can splash, food according to their diets studied by veterinarians and the necessary medical care.

Adopt a tree! is a *Viitor Plus Association* program with a long tradition, which helps increase the forested area in southern Romania. The funds raised under the program are used to plant and grow new, additional forests, which would not otherwise exist, especially in rural areas, where there is a great need for forests and their benefits. The focus of the program is on forest curtains, which bring both the benefits generated by the forest itself, but also have the advantage of protecting the community against extreme weather events and increasing the productivity of agricultural land.

GRI content index

GRI Indicator		Disclosure	Page/ Comment
GRI 102 - GENERAL DISCLOSURES - 2016			
Bitdefender group profile			
GRI	102-1	Name of the organization	4
GRI	102-2	Activities, brands, products, and services	20
GRI	102-3	Location of headquarters	60
GRI	102-4	Location of operations	12
GRI	102-5	Ownership and legal form	4
GRI	102-6	Markets served	13
GRI	102-7	Scale of the organization	12, 34
GRI	102-8	Information on employees and other workers	34, 36, 37
GRI	102-9	Supply chain	19
GRI	102-10	Significant changes to the organization and its supply chain	19
GRI	102-11	Precautionary Principle or approach	50
GRI	102-12	External initiatives	19
GRI	102-13	Membership of associations	26
Strategy			
GRI	102-14	Statement from senior decision-maker	10 - 11
Ethics and integrity			
GRI	102-16	Values, principles, standards, and norms of behavior	17
GRI	102-17	Mechanisms for advice and concerns about ethics	18
Corporate governance			
GRI	102-18	Governance structure	14
GRI	102-20	Executive-level responsibility for economic, environmental, and social topics	14
GRI	102-22	Composition of the highest governance body and its committees	15
Stakeholder engagement			
GRI	102-40	List of stakeholder groups	7
GRI	102-41	Collective bargaining agreements	38
GRI	102-42	Identifying and selecting stakeholders	7
GRI	102-43	Approach to stakeholder engagement	7
GRI	102-44	Key topics and concerns raised	8
Reporting practice			
GRI	102-45	Entities included in the consolidated financial statements	The consolidated financial statements are prepared by Bitdefender Holding B.V., registrered at the Dutch Chamber of Commerce and headquartered at Laan van Nieuw-Oost-Indië 133, 2593BM The Hague, the Netherlands. Copies of these financial statements can be obtained from the above address.
GRI	102-46	Defining report content and topic Boundaries	6 - 7
GRI	102-47	List of material topics	9
GRI	102-48	Restatements of information	N/ A
GRI	102-49	Changes in reporting	N/ A
GRI	102-50	Reporting period	January 1, 2020 to December 31, 2020
GRI	102-51	Date of most recent report	N/ A
GRI	102-52	Reporting cycle	Annual
GRI	102-53	Contact point for questions regarding the report	7
GRI	102-54	Claims of reporting in accordance with the GRI Standards	6
GRI	102-55	GRI content index	56
GRI	102-56	External assurance	In preparing this report, we used data sources based on internal systems that monitor our sustainability performance. At present, this first sustainability report was not yet subject to audit procedures. The company, its directors, employees and other parties who worked on the report cannot be held liable for any loss, costs or expenses resulting from the use of the information provided in this report.
GRI 103 - MANAGEMENT APPROACH - 2016			
GRI	103-1	Explanation of the material topic and its boundary	14, 18, 27, 34, 38, 39, 42, 50
GRI	103-2	The managerial approach and its components	14, 18, 27, 34, 38, 39, 42, 50
GRI	103-3	Evaluation of the management approach	14, 18, 27, 34, 38, 39, 42, 50

GRI Indicator		Disclosure	Page/ Comment
GRI 205 - ANTI-CORRUPTION - 2016			
GRI	205-2	Communication and training about anti-corruption policies and procedures	18
GRI	205-3	Confirmed incidents of corruption and actions taken	19
GRI 206 - ANTI-COMPETITIVE BEHAVIOR - 2016			
GRI	206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	19
GRI 302 - ENERGY - 2016			
GRI	302-1	Energy consumption within the organization	51
GRI	302-2	Energy consumption outside of the organization	52
GRI 305 - EMISSIONS - 2016			
GRI	305-1	Direct (Scope 1) GHG emissions	52
GRI	305-2	Energy indirect (Scope 2) GHG emissions	52
GRI 306 - WASTE - 2020			
GRI	306-1	Waste generation and significant waste-related impacts	53, 54
GRI	306-2	Management of significant waste-related impacts	53, 54
GRI 307 - ENVIRONMENTAL COMPLIANCE - 2016			
GRI	307-1	Non-compliance with environmental laws and regulations	No fines or sanctions were received during the reporting period.
GRI 402 - LABOR/MANAGEMENT RELATIONS - 2016			
GRI	402-1	Minimum notice periods regarding operational changes	38
GRI 403 - OCCUPATIONAL HEALTH AND SAFETY - 2018			
GRI	403-1	Occupational health and safety management system	39
GRI	403-2	Hazard identification, risk assessment, and incident investigation	39
GRI	403-3	Occupational health services	39
GRI	403-4	Worker participation, consultation, and communication on occupational health and safety	39
GRI	403-5	Worker training on occupational health and safety	40
GRI	403-6	Promotion of worker health	39 - 41
GRI	403-9	Work-related injuries	40
GRI 404 - TRAINING AND EDUCATION - 2016			
GRI	404-3	Percentage of employees receiving regular performance and career development reviews	Our employees receive regular performance and career evaluations.
GRI 406 - NON-DISCRIMINATION - 2016			
GRI	406-1	Incidents of discrimination and corrective actions taken	36
GRI 407 - FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING - 2016			
GRI	407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	16 - 19
GRI 412 - HUMAN RIGHTS ASSESSMENT - 2016			
GRI	412-1	Operations that have been subject to human rights reviews or impact assessments	The way of organizing the activities within Bitdefender group considers the observance of human rights regardless of the specific situation.
GRI	412-2	Employee training on human rights policies or procedures	The Bitdefender group's applicable policies regulate relevant human rights issues. These are available on the Group's intranet page and in physical locations.
GRI 413 - LOCAL COMMUNITIES - 2016			
GRI	413-1	Operations with local community engagement, impact assessments, and development programs	42 - 49
GRI 415 – PUBLIC POLICY - 2016			
GRI	415-1	Political contributions	19
GRI 418 - CUSTOMER PRIVACY - 2016			
GRI	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	No substantiated complaints in the reporting period.

Bitdefender®

Bitdefender Holding B.V.

174 Maanweg, Building C, 4th floor,
2516AB The Hague, The Netherlands
office@bitdefender.com
https://www.bitdefender.com

Corporate headquarters

15A Orhideelor Street,
Orhideea Towers building, floors 9-12,
postal code 060071, 6th district,
Bucharest, Romania